

AUTOMATIC CALL DISTRIBUTION SYSTEM USING COMPUTER NETWORK-BASED COMMUNICATION

1

ABSTRACT OF THE INVENTION

Multiple communication types are integrated into a call center. The communication types can be chat, email, Internet Protocol (IP) voice, traditional telephone, web page, digital image, digital video and other types. Features of the invention include allowing a single agent to handle multiple customers on multiple channels, or "endpoints." Prioritizing and assigning calls to agents based on a specific criteria such as the number of endpoints assigned to an agent, the agent's availability, the priority of a customer call, the efficiency of a given agent and the agent's efficiency at handling a particular communication type call. An agent user interface is described that allows the agent to have control over accepting multiple calls. The agent can drag and drop canned responses, images, URLs, or other information into a window for immediate display on a customer's computer. The system provides for detailed agent performance tracking. The system provides failure recovery by using a backup system. If the network server fails, then the customer is connected directly to an agent. When a failed computer comes back on line, the statistics gathered are then used to synchronize the returned computer. The system provides extensive call recording or "data wake" information gathering. The system provides flexibility in transferring large amounts of historic and current data from one agent to another, and from storage to an active agent. The system integrates human agents' knowledge with an automated knowledge base. The system provides for an agent updating, or adding, to the knowledge base in real time. The system also provides for "blending" of different communication types.